

City of San José

2015-2020 Consolidated Plan

Summary of Community Needs Forums

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Prepared by:



In coordination with:



Overview

In collaboration with City of San José (City), the MIG/LDC Consultant Team (Consultant Team) conducted a series of five Housing and Community Needs Forums to solicit public input on local issues, needs and priorities. The forums were designed to inform the development of the 2015-2020 Consolidated Plan and to collect feedback on the level of need for housing and community development improvements that can be addressed through the Consolidated Plan process. The community forums were held during the period of September 27, 2014 to October 7, 2014.

The City of San José receives entitlement funding (i.e. non-competitive, formula funds) from the U.S. Department of Housing and Urban Development (HUD). By federal law, the City is required to submit to HUD, a five-year Consolidated Plan and Annual Action Plans listing priorities and strategies for the use of federal funds.

These plans are road maps that define how the City will use its federal funds to meet its housing and community development needs. The plans identify the different housing and community development programs, their goals, and the amount of funding they will receive to help them reach their goals.

Public participation plays an important role in the development of the plans. The public forums were conducted as part of a community-wide approach to help the City make both qualitative and data-driven, place-based investment decisions for federal funds. The City held five public forums to help identify community needs and priorities for the next five years. One hundred and eleven (111) members of the general public, service providers, non-profit representatives, and interested stakeholders attended the community forums. The public input collected during each forum has been analyzed in this summary report.

This report summarizes the City's Community Needs Forums in four sections:

I. Community Needs Forum Process

II. Key Findings

III. HUD Bucks Activity: Top Three Spending Categories

IV. Small Group Breakout Discussions

I. Community Needs Forum Process

Throughout September and October 2014, the City of San José hosted five Community Needs Forums to engage the public and local stakeholders in shaping the 2015-2020 Consolidated Plan. The forums were held throughout San José, to engage the northern, central, and southern parts of San José. Forums were scheduled on different days of the week and at various times of day to allow maximum flexibility for participants to attend. Table 1 contains the dates, times, and locations of each forum.

The purpose of these interactive, two-hour community forums was to gather public input on the needs and barriers with respect to the following categories: **1) community facilities, 2) community services, 3) economic development, 4) housing, and 5) infrastructure and neighborhood improvements.**

The community forums began with a welcome and introduction of the Consultant Team and the City of San José staff. The MIG facilitator presented a review of the forum's agenda, the purpose of the Consolidated Plan, and the goals of the community forums. Next, the facilitator delivered an introductory PowerPoint presentation on the Consolidated Plan which included an overview of the Plan process, programs funded through HUD grants, what types of programs and projects can be funded, historical allocations, and recent projects.



The facilitators then led the forum attendees into an “open house” where participants were able to interact with the “HUD Bucks” display boards on a gallery walk. The “HUD Bucks” activity was designed to assess the community's spending priorities.

The group was then divided into small group breakout sessions to discuss community needs and fair housing. The final part of the meeting included a report back, in which facilitators summarized the small group discussions. The MIG facilitator then closed the meeting with final comments and next steps.

To solicit additional input and as an alternative to attending the forums, a community needs survey was disseminated to identify needs and to inform investment priorities over the next five years.

Approximately 511 surveys were collected from respondents that identified themselves as residents of the City of San José.

Table 1: Snapshot of Community Forums

Community Forum	Date	Time	Number of Attendees	Forum Address
1	<u>Saturday, September 27, 2014*</u>	10:00am-12:00pm	17	San José City Hall, Room 118-120 200 E. Santa Clara St. San José, CA 95113
2	Tuesday, September 30, 2014	6:00pm-8:00pm	14	Roosevelt Community Center, Room 1 and 2 901 E. Santa Clara St. San José, CA 95116
3	Wednesday, October 1, 2014	10:00am-12:00pm	29	Seven Trees Community Center, Room 3 3590 Cas Drive San José, CA 95111
4	Tuesday, October 2, 2014	6:00pm-8:00pm	25	Mayfair Community Center, Chavez Hall 2039 Kammerer Ave. San José, CA 95116
5	Tuesday, October 7, 2014	6:00pm-8:00pm	26	Tully Community Brach Library, Community Room 880 Tully Rd. San José, CA 95111
		Total Attendees	111	

** 9/27/2014 was a regional forum.*

II. Key Findings

The diversity of participants and organizations that attended the community forums led to a nuanced awareness of the housing and community improvement needs across the City. This section highlights key findings and ideas raised during the small group discussions organized by issue area. The key findings are based on the most frequently discussed needs, issues and priorities that were shared by community forum participants. A word cloud included on the next page presents a graphical representation of the key findings.

Primary Needs Associated with Each Issue Area

Community Services

- Develop free, year-round programs and activities for youth (e.g., recreation programming, sports)
- Support food assistance and nutrition programs for low income families, seniors and disabled individuals
- Provide health care services to seniors and low income families
- Encourage collaboration between service providers
- Prioritize community engagement to reach a wider variety of stakeholders including the homeless population and high school students
- Provide mental health care services for homeless and veterans
- Increase services in east San José
- Assist service providers in meeting the needs of vulnerable populations through increased funding and information sharing
- Expand access and frequency of transportation services

Housing

- Address aging housing stock and lack of resources for housing rehabilitation and emergency repairs, especially for seniors and the disabled
- Provide legal services to protect fair housing rights and to mediate tenant/landlord legal issues
- Maintain affordable housing for families that is stable and inclusive
- Create tenant education programs to inform individuals of their housing rights
- Ensure fair and affordable housing, including transitional housing
- Address the housing crisis facing seniors in San José

Community Facilities

- Support modernization and rehabilitation of senior centers
- Increase the number of homeless facilities across the City
- Provide more accessible community centers

Economic Development

- Develop job training and education programs
- Non-profits are experiencing difficulty in acquiring funds resulting in inability to extend service contracts and fund projects creating gaps in the services provided
- Address the need for job training programs for youth, low-skilled workers, homeless individuals and undocumented workers
- Provide micro-enterprise loans and technical services to support minority-owned businesses, and to spur job creation

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- Ensure workers are paid a wage that allows them to live in San José

Infrastructure and Neighborhood Improvements

- Expand access to open space and recreational amenities to encourage healthy lifestyles and active living among the County's residents
- Create pedestrian friendly neighborhoods with safe and accessible roads, streets, and sidewalks
- Integrate "Complete Streets" guidance into the development of major corridors and neighborhood centers
- Address bicycle and pedestrian conflicts with vehicular traffic to protect vulnerable populations, including school-age children and seniors
- Expand ADA improvements such as curb cuts, sidewalk repairs and crosswalk enhancements

Figure 1: Illustrative Word Cloud of Key Findings

Through a fifteen-minute gallery walk activity, participants interacted with large display boards in which they were asked to think critically about community spending priorities in San José. Each display board represented a separate issue area including community facilities, community services, economic development, housing, and infrastructure and neighborhood improvement. Participants were given “HUD Bucks” (based on the Housing and Urban Development department) to spend on programs they support within each issue area. Participants received \$200 “HUD Bucks”, in order to prioritize specific facilities, services, programs, and improvements within each respective category.

Through this activity, participants were challenged to prioritize how they would spend a limited amount of “HUD Bucks” to address numerous issues and needs in the City. The activity functioned as a budgeting exercise for participants to experience how federal funds are distributed amongst various programs, projects and services.

The display boards limited the amount of “HUD Bucks” that could be spent for each issue area. Directions to participants were to spend the \$200 “HUD Bucks” amount relatively evenly between each issue area. However, because HUD enforces a 15% cap on public service dollars, the community services board included a limit of \$30 “HUD Bucks” to reflect this cap. It should be noted that the infrastructure and housing boards both had a Fair Housing category which may account for higher “HUD Bucks” allocations for fair housing. Table 2 depicts the top three overall spending priorities for all the forums combined. Table 3 depicts the top three overall spending priorities for each community forum.



Table 2: San José Top Three Overall Spending Priorities by Issue Area

Priority	Community Facilities
1	Homeless Facilities
2	Youth Centers
3	Senior Centers

Priority	Community Services
1	Homeless
2	Legal
3	Youth Services

Priority	Economic Development
1	Employment Training
2	Job Creation/Retention
3	Small Business Loans

Priority	Housing
1	Affordable Rental
2	Permanent Supportive
3	Ownership

Priority	Infrastructure/Neighborhood Improvements
1	Fair Housing
2	Streets/Sidewalks
3	Community Gardens

Table 3: San José Top Three Spending Priorities by Community Forum

Priority	San José 9/27/2014	San José 9/30/2014	San José 10/1/2014	San José 10/2/2014	San José 10/7/2014
Community Facilities					
1	Senior Centers	Homeless Facilities	Homeless Facilities	Community Centers	Youth Centers
2	Homeless Facilities	Community Centers	Youth Centers	Education Centers	Homeless Facilities
3	Libraries	Youth Centers	Child Care Centers	Parks & Recreation Facilities	Libraries
Community Services					
1	Senior Activities	Youth Services	Homeless	Senior Activities	Homeless
2	Homeless	Homeless	Legal	Child Care	Youth Services
3	Transportation	Legal	Youth Services	Legal	Physical/ Mental Health
Economic Development					
1	Employment Training	Job Creation/ Retention	Job Creation/ Retention	Employment Training	Employment Training
2	Small Business Loans	Employment Training	Employment Training	Job Creation/ Retention	Small Business Loans
3	Job Creation/ Retention	Small Business Loans	Small Business Loans	Small Business Loans	Job Creation/ Retention
Housing					
1	Affordable Rental	Permanent Supportive	Affordable Rental	Affordable Rental	Permanent Supportive
2	Permanent Supportive	Affordable Rental	Fair Housing	Ownership	Affordable Rental
3	Rental Rehabilitation	Ownership	Permanent Supportive	Disabled	Rental Rehabilitation
Infrastructure/Neighborhood Improvements					
1	Streets/ Sidewalks	Fair Housing	Fair Housing	Fair Housing	Fair Housing
2	Fair Housing	Streets/ Sidewalks	Streets/ Sidewalks	Streets/ Sidewalks	Streets/ Sidewalks
3	Community Gardens	Community Gardens	Stormwater System	Community Gardens	Community Gardens

IV. Small Group Breakout Discussions

Using an interactive approach, facilitators encouraged participants to think critically about housing issues and community improvement needs in San José. Small group participants discussed and identified important needs and priorities within their local communities across the City. During the small group discussions, participants contributed creative and thoughtful responses to the following questions:

Community Needs:

- **What are the primary needs associated with each issue area?**

Issue Areas:

- Community Facilities
- Community Services
- Economic Development
- Housing
- Infrastructure and Neighborhood Improvements
- **What services and facilities are currently in place to effectively address these needs? ***
- **What gaps in services and facilities remain? ***

Fair Housing:

- **Have you (or someone you know) experienced discrimination in housing choice, whether accessing rental housing or in purchasing a residence?**
- **What did you, or would you do, if you were discriminated against in housing choice?**

**Questions asked only during 9/27/2014 workshop*

SATURDAY, SEPTEMBER 27, 2014 – SAN JOSÉ CITY HALL

Attendees: (17) **Address:** 200 E. Santa Clara Street, San José, CA 95113 **Time:** 10:00 am – 12:00pm

1. What are the primary needs associated with each issue area?

Community Facilities

- Improve homeless shelters and facilities
- Address lack of facilities to promote social cohesion (e.g., community centers, libraries, senior centers, etc.)
- Enhance utilization of community buildings to incorporate multiple users
- Expand mental health facilities
- Build senior centers
- Provide additional youth facilities

Community Services

- Expand homeless prevention services
- Provide senior supportive services (e.g., social inclusion programs, nutrition programs)
- Increase transportation services and assistance for youth, elderly, and low-income populations
- Provide emergency care of elderly
- Develop technology education services for seniors
- Establish less regulations and bureaucratic processes to build pop-up parks for sport activities
- Provide more free and low-cost services to offset increased cost of living
- Increase availability of services to meet basic needs (e.g., food, nutrition and health services)

Economic Development

- Expand the number of small businesses in eastern San José
- Strengthen and invest network of agencies and service providers
- Create incubator spaces for small businesses (e.g., commercial kitchens)
- Develop employment training for mobile food vendors (e.g., food trucks, produce carts, etc.)

Housing

- Create a database of programs and providers of affordable senior housing
- Address rapidly increasing cost of living
- Build temporary and transitional housing
- Design housing first model for homeless individuals
- Increase supply of affordable housing
- Identify new resources to substitute for redevelopment funds
- Develop shared housing programs for seniors

Infrastructure and Neighborhood Improvement Services

- Expand access to safe and clean parks
- Create pedestrian friendly neighborhoods with safe and accessible streets and sidewalks
- Expand light rail transportation to east side neighborhoods of San José
- Create program to store and re-use water
- More pedestrian signage (e.g., crosswalks) in east San José
- Expand access to community centers

General Comments

- Address neighboring counties interest in San José's services
- Expand current funding resources to match needs of the community

2. What services and facilities are currently in place to effectively address these needs?

Community Services

- Expand mental health services across the City
- Avoid duplication of services and increase referrals among service providers
- Provide additional case management services
- Increase the number of youth services (e.g., after school programs, safe summer program)
- Expand health services for vulnerable populations (e.g., seniors, homeless, children)
- Provide child care services

3. What gaps in services and facilities remain?

Community Services

- Address long waiting lists for senior services (e.g., legal services, case management for affordable housing, transportation programs)
- Provide programs for moderate income levels
- Provide basic needs services (e.g., food, water, shelter, clothing, sanitation, education, and healthcare)
- Expand youth services to keep children off the streets
 - Youth volunteer and leadership programs
 - Neighborhood center for teenagers
- Build safety net and support services for families
- Create youth council to serve as liaison to disseminate information
- Provide in-home senior support services
- Develop competitive environment for transportation services

Infrastructure and Neighborhood Improvement Services

- Restore and invest in existing infrastructure (restore, reinvest, and grow)

Housing

- Provide housing repair services for mobile home owners

General Comments

- Maintain 9:00am-5:00pm business hours for service providers
- Address the disappearance of the middle class
- Follow current roadmap and funding plan
- Align services with other plans

TUESDAY, SEPTEMBER 30, 2014 – ROOSEVELT COMMUNITY CENTER

Attendees: (14) **Address:** 901 E. Santa Clara St. San José, CA 95116 **Time:** 6:00 – 8:00pm

1. What are the primary needs associated with each issue area?

Community Facilities

- Improve homeless facilities
- Provide high quality childcare centers
- Increase utilization of Youth centers
- Address several under-utilized or closed libraries
- Increase accessibility of community facilities to working parents
- Address lack of open space and parks in Fruitdale area

Community Services

- Expand physical and mental health services
- Create educational youth programs to teach technological programs and coding
- Increase homeless prevention services
- Provide more access to legal services (e.g., eviction prevention and housing)
- Maintain and improve care services
- Youth programming beyond after-school activities

Economic Development

- Provide job training for youth
- Develop employment opportunities for a wider income spectrum – San José appears to favor jobs in technology
- Address the living wage issue
- Address corporate responsibility and workforce housing

Housing

- Develop a program for apartment inspections
- Ensure accountability from property owners
- Build housing for the disabled
- Create transitional Housing for at-risk youth and displaced working poor
- Develop inclusive, affordable housing for families (stable for families, inclusive, and really affordable)
- Develop long term solution to housing the chronically homeless
- Provide housing vouchers for homeless (no place to go or live)

Infrastructure and Neighborhood Improvement Services

- Reduce blight (e.g., illegal dumping) through education
- Expand code enforcement
- Provide pedestrian network improvement and road repairs at key destinations (e.g., 24th Street and 280 Downtown, Willow Glen Crossway, Pedestrian and ADA signals, crosswalk needed at Fruitdale light rail station)
- Improve the aesthetics of downtown neighborhoods
- Build water irrigation and greywater systems

2. Have you (or someone you know) experienced discrimination in housing choice, whether accessing rental housing or in purchasing a residence?

General Comments

- Five participants had experienced discrimination and, three had not
- Section 8 discrimination is common
- Tenant intimidation by property owners prevents residents from reporting housing issues
- Redevelopment of 24th and Williams has led to displacement

3. What did you, or would you do, if you were discriminated against in housing choice?

General Comments

- Complain to housing department
- Difficult to prove housing discrimination
- Many participants unsure on who to contact for help
- Need more education on legal rights
- Utilize Project Sentinel or the City Fair Housing Office
- Need presentation about housing discrimination in the community

WEDNESDAY, OCTOBER 1, 2014 – SEVEN TREES COMMUNITY CENTER

Attendees: (29) **Address:** 3590 Cas Drive San José, CA 95111 **Time:** 10:00am – 12:00pm

1. What are the primary needs associated with each issue area?

Community Facilities

- Provide upgrades to senior centers
- Expand availability of emergency shelters for families and general public
- Ensure accessible homeless facilities including both temporary and permanent units
- Provide senior centers located in accessible areas
- Remove shelter restrictions on capacity

Community Services

- Provide legal services to combat housing and employment discrimination
 - Need funding for legal services
 - Address lack of resources for legal services
- Landlord and tenant education services and assistance
- Expand case management for seniors
- Improve transportation services
 - Increase access to transportation programs for seniors e.g., fewer restrictions on service schedules
 - Expand affordable bus passes/tokens
 - Expand paratransit
 - Increase frequency of buses
 - Subsidize transportation for low-income residents
- Provide mental health services (e.g., case management, housing assistance)
- Increase eviction prevention services
- Provide domestic violence services
- Develop basic needs (e.g., food, water, shelter, clothing, sanitation, education, and healthcare)
- Create services to assist with medical payments
- Expand access to resources

Economic Development

- Provide jobs for homeless

Housing

- Address root cause of homelessness (education and immigrant populations)
- Address the issue when the homeless population chooses to go to encampment rather than seek services or help
- Develop tenant education programs on rights and supportive services
- Provide rental assistance to at-risk families
- Provide comprehensive services and resources for encampments
- Increase availability of affordable housing for seniors
- Expand options for housing for variety of incomes
- Build housing for the mentally ill
- Provide rental assistance
- Provide shared housing for seniors
- Develop rehabilitate mobile homes

General Comments

- Ensure sufficient funds are available to service providers
- Expand funding needed for non-profits to assist at senior centers
- Increase frequency of funding for non-profits to prevent gaps in services
- Provide bridge loans for non-profits
- Address reason for reduction in low income services
- Increase education for first responders

2. Have you (or someone you know) experienced discrimination in housing choice, whether accessing rental housing or in purchasing a residence?

General Comments

- Eleven participants have experienced discrimination, four have not

3. What did you, or would you do, if you were discriminated against in housing choice?

General Comments

- Refer residents to legal organizations
 - Bay Area Legal Aid
 - Law foundation
 - Senior Adults Legal Assistance (SALA) -30 Street seniors fair housing issues, not enough help due to lack of funding
- Not sure where to go for help
- Seek out social service providers
- Utilize senior centers (case manager) for assistance

TUESDAY, OCTOBER 2, 2014 – MAYFAIR COMMUNITY CENTER

Attendees: (25) **Address:** 2039 Kammerer Ave. San José, CA 95116 **Time:** 6:00 –8:00pm

1. What are the primary needs associated with each issue area?

Community Facilities

- Address declining infrastructure of parks and recreation equipment
- Address the issue of community-based organizations having to pay to use parks and community centers, which prohibits use – even with low costs

Community Services

- Provide high quality and affordable childcare
 - Current stipend for childcare is not enough for childcare providers, cannot increase rates to match the cost of living
 - Parents refuse raises because they will lose childcare assistance
- Expand gang and crime intervention (District, Mayfair)
- Provide early education enrichment
- Expand grant funding for community services
- Improve basic services in Mayfair area
- Ensure access to free or low-cost services
- Address lack of funding for enrichment activities (e.g., swimming pool, karate, etc.)
- Address inconvenient transportation service for low-income and disabled residents
- Provide legal housing services (increase funding, increase resources, educate people)
- Address the issue of community center programs being inaccessible due to cost (Mayfair residents cannot access Mayfair Community Center)
- Expand affordable after school programs
- Provide local computer lab for children and students

Economic Development

- Address economic issues facing undocumented workers
- Provide a voice for marginalized groups (organizational skills, leadership development, etc.)

Housing

- Develop citywide rent control legislation
- Provide affordable housing (low-income, moderate income, affordable housing in Mayfair)
- Address the high cost of housing
- Ensure sufficient supply of housing units to meet
- Address occupancy limits and overcrowding which leads to deterioration of housing
- Ensure affordable housing programs serve undocumented immigrants
 - Address the issue of undocumented workers who are not allowed to apply for housing
 - Housing industry foundation fund cannot help undocumented people
- Address the issue of apartments in neighborhood going to residents from outside Mayfair/San José
- Avoid concentration of affordable housing in low-income neighborhoods
- Provide responsible property management
- Increase education for tenants and property managers on housing rights (rent information, eviction timeline, rent increases)
- Address lack of homeless Housing 1st model units

- Address gentrification

Infrastructure and Neighborhood Improvement Services

- Address maintenance backlog of needed infrastructure
- Increase frequency of street cleaning
- Ensure faster response times from city police
- Create Illegal dumping policies that are enforced
 - Code enforcement does not respond, need to reevaluate the process
- Address issues along Levene and Sunset – fenced area gets tangled, litter falls on homeowner
- Increase availability of parks (Large apartment buildings and small pocket parks in the downtown)

2. Have you (or someone you know) experienced discrimination in housing choice, whether accessing rental housing or in purchasing a residence?

General Comments

- Undocumented immigrants experience discrimination
- Property owners are biased toward own race
- Problems when buildings change ownership

3. What did you, or would you do, if you were discriminated against in housing choice?

General Comments

- Need to educate the community and raise awareness of fair housing issues and rights
- Need common sense solutions to create real access to affordable housing
- Housing assistance wait times are excessive – residents are evicted before they can be helped
- Offer presentation on housing rights on-site for tenants

TUESDAY, OCTOBER 7, 2014 – TULLY COMMUNITY BRANCH LIBRARY

Attendees: (26) **Address:** 880 Tully Rd. San José, CA 95111 6:00 –8:00pm

1. What are the primary needs associated with each issue area?

Community Facilities

- Need more homeless facilities (e.g., emergency shelters and transitional shelters)

Community Services

- Increase services for middle income families that are unable to qualify for lower-income services
- Expand access to affordable childcare
- Provide home repair for seniors
- Increase transportation availability and access
- Expand programming for youth (e.g., recreation activities)
- Increase accessibility and affordability to community centers for hosting events
- Provide emergency room services
- Support youth volunteerism
- Increase mental health services (e.g., substance abuse prevention)
- Provide legal housing services (e.g., tenant education services)
- Improve ADA services
- Reduce cost of living assistance for seniors
- Provide basic needs services (e.g., food, water, shelter, clothing, sanitation, education, and healthcare)

Economic Development

- Expand employment opportunities and training
- Support small businesses
- Promote corporate responsibility
- Increase the minimum wage
- Increase available jobs
- Address the issue of the cost of living goes up while wages remain stagnant
- Provide city scholarships for education and jobs

Housing

- Foster mixed income communities
- Provide Santee affordable rent (rent control)
- Develop affordable housing opportunities
 - It can be challenging to acquire affordable housing
 - Provide more affordable housing resources
 - Streamline housing needs
- Remove barriers to acquire affordable housing (e.g., lengthy application and screening requirements)
- Develop transit oriented housing for people of all income levels
- Develop micro housing, affordable by design
- Rehabilitate existing shelters (e.g., build more bathrooms and showers)
- Expand code enforcement
- Provide extremely low-income housing

Infrastructure and Neighborhood Improvement Services

- Improve sidewalks so that they are safe and accessible
- Address high traffic on Audobon
- Create incentives for riding bikes
- Expand bike lane infrastructure
- Improve public transportation bus system - East side to South side light rail
- Repair potholes

2. Have you (or someone you know) experienced discrimination in housing choice, whether accessing rental housing or in purchasing a residence?

General Comments

- Discriminated based on income sources
- Having a disability did not allow access to HUD housing

3. What did you, or would you do, if you were discriminated against in housing choice?

General Comments

- Document the incident
- Hard to complain about mistreatment with a month-to-month lease for fear of eviction or nonrenewal of lease
- Afraid to act
- Need more legal housing resources
- Programs should be audited for fair treatment
- Identify needs of discriminated individuals at the local level